



Section 8 Contract Administration

2005 Customer Service Survey Results

Introduction

The survey was posted on the IFA website under “Section 8 Contract Administration” on October 13, 2005. A link to the survey was electronically mailed to owners, management agents, property managers, and other contacts on the same day. The survey return deadline was October 31, 2005.

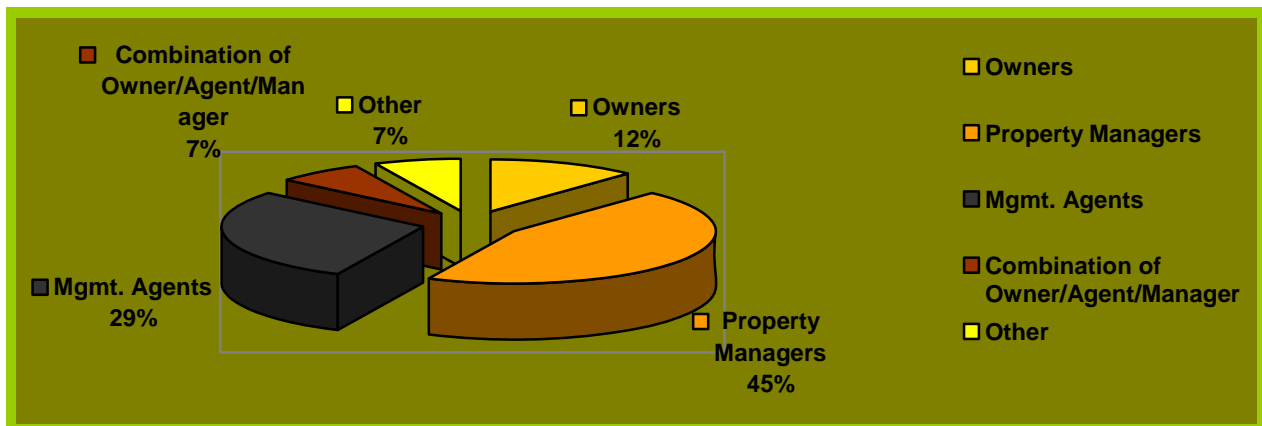
The survey included questions regarding specific core tasks, namely management and occupancy reviews, rental adjustments, voucher processing, and contract renewals. The core tasks are identified in this report by a green indicator. It also included other topics such as special claims, our sub-contractor’s work (EPS), customer opinions regarding the Section 8 portion of IFA’s website, the EPS TRACS training sponsored by IFA, and the overall satisfaction with the Section 8 Contract Administration Department. Additional questions were added from previous surveys, but a comparison chart has been included between 2004 and this year’s survey results for the core tasks and the overall satisfaction of IFA. Please note there are some variances due to rounding.

A total of two hundred ninety eight surveys were sent. Two hundred ninety seven were electronically mailed to various individuals and one was faxed per owner’s request. Last year, one hundred seventy six surveys were electronically mailed with a return rate of 18%. This year, 28% of the surveys were returned.

General Information

12% of survey respondents were owners, 29% were management agents, and 45% were property managers, with 7% claiming status as a combination of owner/agent/property manager, and 7% other (regional manager, etc).

Types of Respondents – 2005



Management and Occupancy Review

88% of respondents stated they participated in a Management and Occupancy Review in the past year while 12% answered they had not participated in a Management and Occupancy Review.

82% of respondents strongly agreed with the statement that IFA staff was courteous and professional when conducting management and occupancy reviews. 11% moderately agreed with the above statement. 4% slightly agreed and 3% left the question unanswered.

When asked if technical assistance was provided during the review, 64% of those responding strongly agreed, 26% moderately agreed, and 7% slightly agreed. 3% left the question blank.

81% of respondents strongly agreed with the statement that the IFA team member conducting the review had a thorough understanding of HUD regulations. 12% moderately agreed, 4% slightly agreed, and 3% left the question blank.

Presented with the statement, "The IFA team member who conducted the review responded to phone calls and e-mails within two business days," 80% strongly agreed, 16% moderately agreed, and 1% strongly disagreed. 3% left the question blank.

The following comments and suggestions were provided regarding the delivery of Management and Occupancy Reviews:

IFA staff is professional, polite and very patient when we do not deliver forms on time. We appreciate their support and service.

I have found all IFA team members to be very helpful with the correct wording in documents required by HUD and also with recertification procedures and forms. IFA, as an organization, has exhibited an attitude of partnership with owner/managers and this has made my job much easier.

██████ was easy to work with and very helpful anytime we e-mailed or called.

I have enjoyed working with ██████ and now ██████. I feel these individuals are working for the common goal and are a pleasure to accommodate.

██████ is an asset to IFA. He conducts management reviews professionally and is always helpful.

All of the IFA Staff has been great to work with. ██████ is our current servicer and has been wonderful to work with. He is very knowledgeable and courteous. He is always willing to help resolve any issues we may have and promptly answer any questions we have. Right now, I have no suggestions for improvement!

I am still waiting for final approval of things I needed to correct from our July Management Review.

Keep ██████. He is very professional and helpful in assuring we remain compliant with all regulations.

██████ always has to check on information and never just wants to give an answer (to a HUD regulation), but is quick to give his opinion. During the year that I have worked with ██████, his opinion has been shared many times and most of those times, it was completely unprofessional. We all have the right to believe what we want, but that does not mean you can say whatever when you are at work. He needs to keep his personal opinions about poor people/permanent residents to himself and remain professional.

Anyone that I have had any contact with has been very helpful. I am learning constantly, and rules and forms often change. I try to do my best and expect the respect from IFA that I think all managers deserve. I have worked with two IFA representatives and they have both been very respectful. I usually learn something new from their visits, which is a positive.

I appreciate the fact that IFA comes to inspect my work. I always learn from your visits. If I am doing something wrong or using the incorrect forms, that is how I usually find out. I thank you for your patience and understanding as far as return corrections. Everyone's work load is high and sometimes it takes many hours to get everything done in a timely manner. I have always found everyone that I have worked with from IFA to be very helpful. I thank you.

As of this time, I do not have any complaints, but my review was just Oct. 11th and 12th, so I have not had the comments come back from it yet. I am sure I will have something more to say after I receive those!

Scale down the criticism. If a property is in good condition, managed well and full, move on.

I wish they could stay longer to answer questions. I realize they have a lot to go over and many reviews to do, but more time would be helpful.

There are so many ways to figure income. What one person sees as a correct input the other may not. When the review is being done, if the person doing the review would ask how you came to this amount at that time, it would save all of us a lot of time later. Either we would know then it was incorrect, or correct. A matter of a few minutes would help the managers so much in understanding what was acceptable.

The IFA team member should be allowed to give superior ratings. It has been expressed on more than one occasion that superior ratings were not given by IFA. This is totally unfair! Also, [REDACTED] should be required to respond to letters or phone calls within the same regulations as field management

Follow-up management and occupancy reviews are conducted approximately six months after the annual review, if the overall rating given in the annual review is less than a satisfactory rating. 19% of respondents said they had participated in a follow-up review. 77% had not participated in a follow-up review. 4% left the question blank.

When asked if the follow-up review provided technical assistance needed to ensure HUD regulations are followed, 63% strongly agreed. 31% moderately agreed, and 6% left the question blank.

The following suggestions and comments were provided regarding the delivery of follow-up reviews.

If an income is figured incorrectly, telling us why it is incorrect. Helping us find what we did wrong will help in correcting the problem in the future.

The management and review for myself would be better resolved if the rules and forms weren't always changing. I understand and know that issues are addressed by the regulations; it's frustrating to have changes and find out after the fact. People that conduct the reviews are very good people to work with to help resolve the issues.

When asked whether the overall MOR experience and contacts with asset management staff in the past year were positive, 64% strongly agreed, 30% moderately agreed, 4% slightly agreed, and 2% left the question blank.

Rental Adjustments

42% of respondents stated they had requested a rent increase in the past year (outside of the contract renewal process). 54% stated they had not requested a rent increase. 4% left the question unanswered.

83% of respondents strongly agreed the IFA staff was courteous and professional when submitting rental adjustment requests. 11% moderately agreed with the above statement. 3% of respondents slightly agreed, and 3% left the question blank.

80% of respondents believe the IFA team member who reviewed the rent increase provided technical assistance. 14% answered moderately agreed, and 6% slightly agreed to the above statement.

94% of respondents strongly agreed with the statement that the IFA team member processing the rent increase had a thorough understanding of HUD regulations. 6% moderately agreed.

When asked if the IFA team member returned phone calls and e-mails within two business days, 89% strongly agreed. 11% moderately agreed.

If the rent increase request is denied, the owner/agent/manager is notified why line items in the budget were reduced or eliminated. 31% strongly agreed the reasoning is clear. 3% moderately agreed, 3% slightly agreed, 57% answered this as not applicable, and 6% left the question blank.

The comments and suggestions provided on the rent increase process are:

My rent increase requests took longer than they should have, but I understand that since the increase requested was more than 5%, HUD had to approve it and they are the ones that delayed it.

I am not sure if my increase was approved or not. It is supposed to go into effect November 1, 2005.

At first, my experience with the rent increase was received by me in a negative light. Each year I do this I have help from an accountant. Each year, I seem to have problems. This year was no exception. What seems to pass one year, will fail in another. I felt very discouraged and I also felt that I didn't get the help or support I wanted. However, once IFA got what they wanted, in the way they wanted it, I did get a call and was told that everything looked good. This is more than I have gotten in the past!

IFA was very helpful in doing the gross rent increase; they helped me all the way through it.

It would be appreciated if the previous rent increase papers were sent along with the new papers for ease in filling out.

When asked whether the overall rental adjustment experience and contacts with rent increase staff in the past year were positive, 77% strongly agreed, 17% moderately agreed, 3% slightly agreed, and 3% left the question blank.

Contract Renewals

31% of respondents had participated on the contract renewal process in the past year. 63% said they had not taken part in the process. 6% left the question blank.

81% of respondents strongly agreed the IFA staff conducting the contract renewal process was courteous and professional. 19% moderately agreed with this statement.

When presented with the statement, "Technical assistance was provided during the renewal process", 73% strongly agreed and 27% moderately agreed.

85% of respondents strongly agreed with the statement that the IFA team member processing the contract renewal had a thorough understanding of HUD regulations. 12% moderately agreed, and 4% slightly agreed.

When asked if the IFA team member completing the renewal responded to phone calls and e-mails within two business days, 85% strongly agreed, 8% moderately agreed, and 4% slightly agreed. 4% left the question unanswered.

No respondents provided comments and suggestions regarding the contract renewal process.

When asked whether the overall experience and contacts with the contract renewal staff in the past year were positive, 73% strongly agreed, 19% moderately agreed, 4% slightly agreed, and 4% left the question blank.

Voucher Payments

69% of respondents strongly agreed and 17% moderately agreed HAP vouchers were processed in a timely manner. 2% answered slightly agreed and 12% left the question blank.

When asked if the IFA budget staff is courteous and professional, 60% strongly agreed, 19% moderately agreed, and 1% slightly agreed. 19% left the question blank.

54% owners/agents/managers strongly agreed IFA team members provided technical assistance if needed during the voucher process. 19% moderately agreed, 6% slightly agreed, and 1% answered strongly disagree. 19% left the question blank.

61% of respondents strongly agreed the IFA team provided timely response to phone calls and e-mails. 10% expressed a moderate agreement, 5% expressed slight agreement, and 1% expressed strong disagreement. 23% left the question unanswered.

IFA staff routinely conducts a line by line comparison of the TRACS system and voucher. The results are forwarded to owners/management agents to assist them in maintaining the HUD mandated 85% of current certifications in TRACS. When asked if this process is helpful 54% strongly agreed, 18% moderately agreed, and 4% slightly agreed. 2% answered moderately disagree and 22% left the question blank.

One respondent who moderately disagreed that the IFA line by line comparison of the TRACS system and voucher is helpful provided the following comment. Two respondents provided additional comments:

I did not know this process was even done.

HAP check is always deposited no later than the 2nd or 3rd of each month.

I don't receive any information about my voucher from IFA unless they don't receive the faxed form.

The following comments and suggestions to regarding the voucher reconciliation process were provided:

I am new to processing HAP vouchers and the IFA staff has been very helpful with all my questions.

The only problem encountered with HAP requests is mechanical. The faxes do not always go through as they should. I may show that all went well, but then the IFA office may not have received them. Usually a phone call from them and a resend from me fixes the faxes.

EPS needs to respond quicker, not a month later.

When asked whether the overall experience and contacts with the voucher staff in the past year were positive, 60% strongly agreed, 20% moderately agreed, 1% moderately disagreed, and 18% left the question blank.

Special Claims

34% of respondents submitted special claims in the past year. 57% did not submit a request for claims. 10% left the question unanswered.

61% strongly agreed that claims were processed in a timely manner. 32% moderately agreed, and 4% moderately disagreed. 4% left the question blank.

When asked if the IFA team member who processed the special claim was courteous and professional, 64% responded strongly agree, 32% as moderately agree, and 4% slightly agree.

When asked if the IFA team member processing the claim provided technical assistance and was also courteous and professional, 57% strongly agreed, 32% moderately agreed, and 4% slightly agreed, and 7% left the question unanswered.

61% of respondents strongly agreed with the statement that the IFA team member processing the special claim had a thorough understanding of HUD regulations. 29% moderately agreed, 7% slightly agreed. 4% left the question unanswered.

When asked if phone calls and e-mails were returned in a timely manner, 61% strongly agreed, 25% moderately agreed, 4% slightly agreed, and 4% moderately disagreed. 7% left the question blank.

The comments and suggestions provided regarding the special claims process:

It seems the special claims are always adjusted and I don't quite understand why as it's done all by computer, but I am just glad that they pass and I get paid.

We are always denied the vacancy special claim when we rent a former Section 8 unit to a 236 tenant. Our subsidy is not tied to a unit, but to the tenant. Because TRACS doesn't get 236 tenants, we have a problem. My understanding is that we attach a note indicating that the unit has been rented to a 236 tenant, but we are always denied and have to resubmit the claim. Is there a better way to handle this problem?

When asked whether the overall experience and contacts with the special claims staff in the past year were positive, 61% strongly agreed, 29% moderately agreed, 7% slightly agreed, and 4% left the question blank.

EPS, Inc.

47% of respondents (39) contacted EPS for assistance with the HAP voucher in the past year. Of those respondents, 49% (19 respondents) stated they had to contact EPS for assistance with the HAP voucher 1-3 times, 46% (18 respondents) 4-10 times, and 5% (2 respondents) over 10.

The types of issues EPS were contacted for were:

18% responded TRACS issues, 18% responded voucher issues, 13% responded to software issues, and 51% responded to a combination of all these issues.

When asked whether EPS had to be contacted more than one time to resolve the same issue, 26% answered yes, 74% answered no.

When asked whether the EPS team member providing assistance was knowledgeable, 74% strongly agreed, 15% moderately agreed, 8% slightly agreed, and 3% moderately disagreed.

64% of respondents strongly agreed that the EPS staff person was able to lead them to resolution of issue(s). 21% moderately agreed, 13% slightly agreed, and 3% moderately disagreed.

When asked if EPS, Inc. responded to calls within two business days, 57% of respondents strongly agree that EPS is responsive to phone calls and e-mails. 11% moderately agree and 5% slightly agree while 1% moderately disagrees and 1% strongly disagrees. 25% left this question blank.

52% of owners/management agents/property managers strongly agree that the EPS team member provided technical assistance. 18% moderately agreed, and 6% slightly agreed. 24% left the question blank.

54% of respondents strongly agree that the EPS staff is courteous and professional. 19% moderately agree while 2% slightly agree. 24% left the question unanswered.

When asked whether the monthly EPS close-out memo is clear and concise, 54% of respondents strongly agreed, 14% moderately agreed, and 4% slightly agreed. 28% did not answer the question.

The following comments and suggestions regarding the delivery of the voucher reconciliation process with EPS were provided:

Again, some of the trouble is in the faxing of the papers. They do not always receive the entire voucher, or any of it. I most always fax on the first working day of the month. I usually get my reply within a couple days. If I do not, then that usually sends a red flag there is a problem. If I do have problems with the voucher, it is usually software related and I have to go to my vendor for solutions.

██████ at EPS has been great helping work out issues with our HAP. I would like to suggest that EPS not make changes (revisions) to our HAP without permitting us the opportunity to send corrected items.

Our EPS contact was wrong on our voucher more than once and made a few mistakes. It is hard when they are supposed to be the people who know. ██████ at EPS moved the wrong household out once and created a mess of our paperwork, while he thought that he was being helpful. Since our few problems, things have been better. I talked with him about these problems and we were able to come to a resolution.

When asked whether the overall experience and contacts with the EPS in the past year were positive, 52% strongly agreed, 18% moderately agreed, 7% slightly agreed, and 23% left the question blank.

Other Information

When asked if the IFA website was used, 61% of respondents said yes, 31% said no, and 7% answered not applicable.

No respondents provided suggestions and comments to improve the IFA website.

34% of the respondents attend the IFA-sponsored EPS training. 54% did not. 12% left the question unanswered.

When asked whether the IFA-sponsored EPS TRACS training provided valuable information to assist in obtaining/maintaining 85% compliance and eliminating TRACS errors/discrepancies, 64% responded strongly agreed, 21% moderately agreed, 14% slightly agreed.

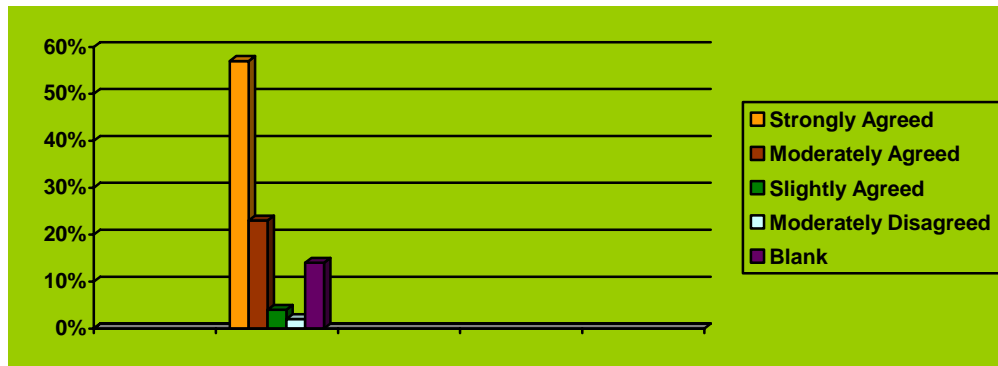
The following comment was provided to state how the training could've been more valuable:

I can say it was helpful, but some of the fatal error codes I receive are not posted in the guidebook for reference.

When asked whether IFA is effective in communicating regulatory updates, 43% of respondents strongly agree, 29% moderately agree, 7% slightly agree, 2% moderately disagree, and 2% strongly disagree. 16% of respondents did not answer the question.

Overall Satisfaction

When presented with the statement, “Generally I am satisfied with IFA’s services,” 57% of respondents strongly agreed, 23% moderately agreed, 4% slightly agreed, 2% moderately disagreed, and 14% left the question blank.



The following comments and suggestions were offered regarding the overall satisfaction with IFA:

IFA does good work and Davenport has benefited greatly from your services. Thank you very much.

It seems that each year at my review something comes up about new forms, language, etc. I don't often check the website, etc., mostly for lack of time, so this could be my own fault. I suppose it would be impossible to send out e-mails to all when changes occur. I think this happens somewhat. When housing for Katrina victims was needed, blanket e-mails went out. . . so could that be done for more run of the mill, day to day issues?

I feel that with every change of a higher position, there seems to be additional explanation needed and the interpretation of HUD rules and the handbook change with the individual. I feel that the real intent behind a review is to make sure the rents are calculated properly and the management/owner is in compliance with the rules and regulations. I feel that in some cases, ██████ is working against owners/managers as opposed to trying to work together to reach everyone's goal and that is to offer decent & safe housing. The handbook is a reference tool and there are many people that have been through these reviews since the beginning and interpretations have changed with every year passing, excluding the new 4350.3. What is expected of the ██████ should not change from year to year unless there is a HUD change. There seems to be more energy and time spent on researching the new interpretations that IFA has as opposed to what HUD expects and that has been in existence.

Spend too much time on trivial items. Too strict in enforcing third party verifications, by not accepting medical expenses that tenant provides. Tenants become tired of all the continual signing of paperwork to justify the recertification process. Businesses become upset of being asked to fill out the extra paperwork.

Summary of Overall Satisfaction

2005	Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
Asset Management	64%	30%	4%	0%	0%	2%
Rental Adjustments	77%	17%	3%	0%	0%	3%
Contract Renewal	73%	19%	4%	0%	0%	4%
Voucher Payments	60%	20%	0%	1%	0%	18%
Special Claims	61%	29%	7%	0%	0%	4%
EPS	52%	18%	7%	0%	0%	23%

Recommendations

Based on the comments provided and the fact the overall satisfaction included a moderate disagreement in voucher processing, Quality Control recommends a written procedure to ensure owners/agents are provided IFA's monthly compliance reports. Quality Control offers no additional recommendations for improved performance. Once again, the 2005 survey shows overall customer satisfaction remains high. Quality Control recommendations will continue to be shared in monthly reports.

However, as a result of the Accountable Government Act (AGA) Governor Vilsack signed into law on June 1, 2001, it is recommended that management include customer satisfaction in the agency's performance plan and report with the Section 8 Customer Satisfaction Survey being the data source.

CORE TASK COMPARISONS 2005 vs. 2004

Management & Occupancy Reviews

Did you participate in a Management & Occupancy Review in the past year?	Yes	No	Blank				
2005	88%	12%	0%				
2004	63%	9%	28%				
Change	+25	+3	-28				
The IFA team member who conducted the review was courteous and professional.		Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
2005		82%	11%	4%	0%	0%	3%
2004		53%	13%	0%	0%	0%	34%
Change		+29	-2	+4	0	0	-31
Technical Assistance was provided during and after the management review.		Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
2005		64%	26%	7%	0%	0%	3%
2004		47%	16%	3%	0%	0%	34%
Change		+17	+10	+4	0	0	-31
The IFA team member who conducted the review responded to phone calls and emails within two business days.		Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
2005		80%	16%	0%	0%	1%	3%
2004		59%	6%	3%	0%	0%	31%
Change		+21	+10	-3	0	-1	-28
Did you participate in a follow-up Management & Occupancy Review?	Yes	No	Blank				
2005	19%	77%	4%				
2004	16%	53%	31%				
Change	+3	+24	-27				
The follow-up review provided technical assistance needed to ensure HUD regulations are followed.		Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
2005		63%	31%	0%	0%	0%	6%
2004		16%	3%	0%	0%	0%	81%
Change		+47	+28	0	0	0	-75

Rental Adjustments

Did you request a rent increase in the past year (outside of contract renewal)?	Yes	No	Blank				
2005	42%	54%	4%				
2004	38%	34%	28%				
Change	+4	+20	-24				
The IFA team member who reviewed the request was courteous and professional.		Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
2005		83%	11%	3%	0%	0%	3%
2004		38%	0%	3%	0%	0%	59%
Change		+45	+11	0	0	0	-56
The IFA team member provided technical assistance during the rent increase process.		Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
2005		80%	14%	6%	0%	0%	0%
2004		25%	9%	3%	0%	0%	63%
Change		+55	+5	+3	0	0	-63
The IFA team member who processed the request responded to phone calls and emails within two business days.		Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
2005		89%	11%	0%	0%	0%	0%
2004		38%	0%	0%	0%	0%	63%
Change		+51	+11	0	0	0	-63
If the rent increase was denied or reduced, I received a clear explanation of why line items were reduced.		Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
2005		31%	3%	3%	0%	0%	63%
2004		22%	0%	3%	6%	0%	69%
Change		+9	+3	0	-6	0	-6

Contract Renewals

Did you participate in the contract renewal process in the past year?	Yes	No	Blank				
2005	31%	63%	6%				
2004	41%	31%	28%				
Change	-10	+32	-22				
The IFA team member who processed the renewal was courteous and professional.		Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
2005		81%	19%	0%	0%	0%	0%
2004		38%	3%	0%	0%	0%	59%
Change		+43	+16	0	0	0	-59
Technical assistance was provided during the renewal process.		Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
2005		73%	27%	0%	0%	0%	0%
2004		28%	6%	6%	0%	0%	59%
Change		+45	+21	-6	0	0	-59
The IFA team member who processed the renewal responded to phone calls and emails within two business days.		Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
2005		85%	8%	4%	0%	0%	4%
2004		31%	9%	0%	0%	0%	59%
Change		+54	-1	+4	0	0	-55

Voucher Processing

The monthly HAP voucher was processed timely.		Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
2005		69%	17%	2%	0%	0%	12%
2004		59%	9%	0%	0%	0%	31%
Change		+10	+6	+2	0	0	-19
The team member who processed the voucher was courteous and professional.		Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
2005		60%	19%	1%	0%	0%	19%
2004		56%	9%	3%	0%	0%	31%
Change		+4	+10	-2	0	0	-12
Technical assistance was provided during the HAP payment process.		Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
2005		54%	19%	6%	0%	1%	19%
2004		47%	16%	3%	0%	0%	34%
Change		+7	+3	+3	0	+1	-15
The IFA team member who processed the HAP voucher responded to phone calls within two business days.		Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
2005		61%	10%	5%	0%	1%	23%
2004		50%	9%	6%	0%	0%	34%
Change		+9	+1	-1	0%	+1	-11
The review IFA conducts of TRACS and voucher is helpful in maintaining the HUD mandated 85% compliance.		Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
2005		54%	18%	4%	2%	0%	22%
2004		41%	19%	9%	0%	0%	31%
Change		+13	-1	-5	+2	0	-9

Overall Satisfaction

Have you ever used the IFA website to assist you in your compliance needs?	Yes	No	Blank or N/A				
2005	61%	31%	7%				
2004	44%	25%	31%				
Change	+17	+6	-24				
Generally, I am satisfied with IFA's services.		Strongly Agree	Moderately Agree	Slightly Agree	Moderately Disagree	Strongly Disagree	Blank or N/A
2005		57%	23%	4%	2%	0%	14%
2004		50%	9%	3%	0%	3%	34%
Change		+7	+14	+1	+2	-3	-20